

SECTION 4 – Maintenance June 2010

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4.1 – Minibus Drivers’ Daily Checklist

These pages may be copied for use as a checklist.

Advance planning

- Prepare your route e.g. road numbers, motorway exit no’s
- Plan stops for rest/refreshment/toilets every two hours or less
- Check expected weather conditions (radio/TV/teletext/internet)
- Make allowance for delays/diversions
- Phone ahead to your destination giving your expected time of arrival

Breakdown emergencies

MAKE SURE YOU HAVE:

- Breakdown/recovery scheme membership details
- A mobile phone in the vehicle if appropriate, (but **DO NOT** use it while driving), plus essential telephone numbers
- Told everyone your emergency drill for evacuating the vehicle
- Checked the first aid kit and fire extinguisher are in proper order
- Located the jack, tools and checked the spare wheel

Check the vehicle

THE **DRIVER** IS LEGALLY RESPONSIBLE FOR THE VEHICLE’S ROADWORTHINESS:

I. CHECK: **P.O.W.E.R.**

- **P**etrol (or diesel): fill up for the journey. **DON’T** carry a spare can (fire risk)
- **O**il: check, dipstick, plus brake and power steering fluids
- **W**ater: windscreen washer, radiator
- **E**lectrics: all lights must work
- **R**ubber: tyre pressures and tread, windscreen wipers, drive belts

II. CHECK GLASS:

- Glass must be clean and clear, safe and secure all round including windscreen, windows, mirrors and light clusters,

III. CHECK LUGGAGE:

- Not blocking gangways or exit doors
- Stowed securely under seats
- If a roof rack is used check stability, handling and overall gross weight of vehicle, to ensure that legal limits have not been exceeded.

THE LAW REQUIRES THAT:

- Loads carried or towed **MUST** be secure
- They **MUST NOT** stick out dangerously
- The vehicle or trailer **MUST NOT** be overloaded

Drivers

BEFORE THE JOURNEY, CHECK THAT YOU ARE:

- Properly licensed, insured and certificated
- Properly fit and rested, sober and alert
- Familiar with the vehicle controls
- Adjusted the seat and mirrors
- Accompanied by a co-driver and/or appropriate supervisors for passengers if your Risk Assessment identifies this as necessary
- Sure all passengers are seated and wearing seat belts
- Sure all doors are closed but unlocked

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

End of journey

COMPLETE THE VEHICLE LOG BOOK:

(See Section 1 – Appendix 1)

- Who drove
- Mileage
- Destination
- Faults which developed

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

IS THE VEHICLE:

- Clean and tidy, safe and secure when you leave it

<input type="checkbox"/>

Faults

- Arrange for faults or defects which have developed to be rectified
 - Don't leave problems for other drivers to discover
- If the vehicle has been damaged in any way, report it

<input type="checkbox"/>
<input type="checkbox"/>

4.2 – Vehicle Maintenance Contract

The following pages contain information for drivers whose vehicles are being maintained on the County Council's tendered Maintenance Contract, details of which can be found by contacting Fleet Services.

WORKSHOPS OPERATED BY:	VENSON
Central Workshops	Unit 1, Mallow Park Watchmead Welwyn Garden City AL7 1AP
	Vehicle Reception and all calls for Roadside Assistance: Telephone: 0845 0131 999 Fax No.: 0845 0131 997
Normal Working Hours: - Outside Working Hours	Monday to Friday – 7:00am to 5:30 pm Telephone the HCC Driver Hotline number 0845 0131 999 (After hours and at weekends, this transfers to a call centre, who have full details of the Council's Fleet.)

FLEET SERVICES	Hertfordshire Business Services Unit 2, Mallow Park Watchmead Welwyn Garden City AL7 1LT
Normal Working Hours	Monday to Thursday: 8:30am to 4:30pm Friday: 8:30am to 4:00pm
Head of HBS Contract Management Services	Telephone: 01707 343620
Fleet Maintenance Officer	Telephone: 01707 343622
Senior Contract Support Officer – Vehicles	Telephone: 01707 343621
Administration Team/General Enquiries	Telephone: 01707 343623/5 Fax Number: 01707 343624

4.3 – Delivery of Vehicle to Contractor for Routine Maintenance

- 4.3.1. Vehicle user to deliver vehicle to Central Workshop by no later than 10:00am on the day scheduled for routine maintenance.
- 4.3.2. Vehicle driver to give following information to person receiving vehicle on behalf of Contractor:
- Registration and/or Fleet Number
 - Current speedo reading
 - To show Contractor recorded defects in Vehicle Defect Book
 - To give any additional information in respect of the defect(s) as required by the Contractor
 - Details of where or who to contact when the vehicle is ready for collection
- 4.3.3. Driver to record against vehicle identity the following Handover details on Contractors document:
- Date
 - Time
 - Driver's signature
- 4.3.4. The vehicle user is responsible for making arrangements to collect driver from Contractor's premises.

4.4 – Delivery of Vehicle to Contractor for Non Routine Maintenance

- 4.4.1. Vehicle user to make contact by telephone with the Contractor to give necessary details and of the intention to deliver a defective vehicle to workshop for repair.
- 4.4.2. Driver of vehicle is responsible for entering details of known defect(s) in vehicle defect book.
- 4.4.3. Vehicle user responsible for delivery of the defected vehicle to Contractor (assuming vehicle is in a roadworthy condition).
- 4.4.4. On arriving at Workshops, the driver is required to give the following information to the person receiving the vehicle on behalf of the contractor:
- Registration and/or Fleet Number
 - Current speedo reading
 - To show Contractor recorded defects in Vehicle Defect Book
 - To give any additional information in respect of the defects as required by the Contractor
 - Details of where or who to contact when the vehicle is ready for collection
- 4.4.5. Driver to record against vehicle identity the following Handover details on Contractors document:
- Date
 - Time
 - Driver's signature
- 4.4.6. Vehicle user is responsible for making arrangements to collect driver from Contractor's premises.
- 4.4.7. Should vehicle require recovery, refer to section 4.15 Vehicles Requiring Recovery.

4.5 – When Contractor has completed all necessary work

(Either Routine or Non Routine etc)

- 4.5.1. Contractor to inform vehicle user, department or establishment that the vehicle is ready for collection and to record the date and time this is carried out.

4.6 – Collection of Vehicle from Contractor following any Maintenance

- 4.6.1. When informed by Contractor that vehicle is ready for collection, the vehicle user will make arrangements to collect the vehicle on the same day as notification, provided the Client has been notified by 4:30pm (If vehicles are not collected as soon as possible, there is the risk that storage charges could be incurred).
- 4.6.2. At the time of Handback, the Contractor will provide the driver with written evidence of maintenance and all rectified defects. (This evidence will be brief).
- 4.6.3. Driver to make any necessary vehicle checks as required by departmental standing orders, prior to driving vehicle away.
- 4.6.4. If the driver has any repair queries, they should be reported to the Contractor, and if not resolved to the Driver's satisfaction, Fleet Services should be informed.
- 4.6.5. Before removing vehicle from Workshops, the Driver will record against vehicle identity the following Handback details on Contractors Document:
- Date
 - Time
 - Driver's signature

4.7 – Avoidable Repairs

- 4.7.1. Avoidable repairs i.e. vandalism, are outside the Contract for vehicle maintenance. The authority to place such work rests with Fleet Services, who will normally make arrangements with the Vehicle Maintenance Contractor.
- 4.7.2. Under normal circumstances however, the above class of work will be delivered to the Contractor in the same way as for non-routine maintenance.
- 4.7.3. When suspected 'avoidable repairs' are identified by the Vehicle Maintenance Contractor, he will inform Fleet services immediately, before taking any further action.
- 4.7.4. Fleet Services will then decide as to what action is necessary.
- 4.7.5. All 'avoidable repairs' will require a detailed estimate and Fleet Services will issue separate orders to cover such work.
- 4.7.6. This work will be charged to the vehicle user in addition to the annual maintenance charge.

4.8 – Accident Repairs

- 4.8.1. Accident repairs are outside the Contract for Vehicle Maintenance. The authority to place such work rests with Fleet Services, who will normally make arrangements with the Vehicle Maintenance Contractor.
- 4.8.2. However, should a vehicle be involved in an accident that makes the vehicle unroadworthy, arrangements have been made with the Contractor to **recover such vehicles** to the Central Workshop. Should this service be required refer to section 4.15 Vehicles Requiring Recovery.
- 4.8.3. Any vehicle in a roadworthy condition requiring accident repairs, should be delivered to the Contractor's Central Workshop in the same way as for non-routine maintenance, unless any other arrangements have been agreed with Fleet Services.
- 4.8.4. Following delivery of any vehicle requiring accident repairs, the Contractor will inform Fleet Services.
- 4.8.5. Fleet Services will then decide as to what action is necessary.
- 4.8.6. All accident repairs will require a detailed estimate.
- 4.8.7. On receipt of estimate, Fleet Services will decide whether to authorise the repairs or whether it is necessary to involve the Insurance Assessor.
- 4.8.8. Fleet Services will issue separate orders for all accident repair work.
- 4.8.9. Driver/Department must ensure that accident report forms are completed promptly, as set out in section 2.2

4.9 – Alterations and Modifications

- 4.9.1. Alterations and modifications are outside the Contract for vehicle maintenance. The authority to place such work rests with Fleet Services who will make arrangements with the contractor or make any separate arrangements.
- 4.9.2. Under normal circumstances, however, the above class of work will be delivered to the Contractor in the same way as for non-routine maintenance.
- 4.9.3. Alterations and modifications will normally require a detailed estimate; however, there may be occasions when this class of work is carried out under the direction of Fleet Services without a prior estimate.
- 4.9.4. Fleet Services will issue separate orders for all alterations and modifications.
- 4.9.5. Departments to discuss requirements in respect of alterations and modifications with Fleet Services at an early stage.

4.10 – Warranty Work

- 4.10.1. The Contractor is responsible for identifying and arranging rectification of all normal warranty maintenance and repairs, within the terms of the Vehicle Maintenance Contract.
- 4.10.2. It will be the Vehicle User's responsibility to arrange for the first free manufacturer's service on new vehicles where applicable.
- a. When new vehicle has completed recommended mileage (normally approximately 1500 mile) the vehicle user will make the necessary arrangements with a convenient local Main Dealer.
 - b. Vehicle user will then deliver vehicle to the nominated Dealer and collect the vehicle when servicing is completed.

4.11 – Warranty Work: Specialist Bodybuilders

- 4.11.1. Warranty work covered by specialist bodybuilders is part of the Vehicle Maintenance Contract; The Contractor is required to manage all warranty work on behalf of the Client after the vehicle has entered service.
- 4.11.2. Should either the vehicle user or Contractor identify the above class of work then Fleet Services should be kept informed accordingly.
- 4.11.3. Fleet Services will liaise where necessary with the bodybuilder and the contractor to facilitate such warranty repairs.

4.12 – Manufacturer's Recalls

- 4.12.1. Manufacturer's recalls do **not** form part of the Vehicle Maintenance Contract.
- 4.12.2. It is the responsibility of the vehicle user/department to arrange for any manufacturer's recall warranty work to be carried out.
- 4.12.3. The vehicle user will be required to forward copies of any document in respect of manufacturer's recalls to Fleet Services and to give details of who will carry out the rectification work.
- 4.12.4. When all work with the recall has been carried out, then the vehicle user should notify Fleet Services to that effect in writing.

Note:

It is very important that the above instructions on manufacturer's recalls are complied with and that any necessary work is put in hand immediately.

4.13 – Tyres

- 4.13.1. Tyres and tyre repairs are **not** part of the Vehicle Maintenance Contract.
- 4.13.2. However, the Contractor has a responsibility for ensuring the serviceability of tyres and arranging for any replacements or puncture repairs etc.

4.13.3. Vehicle drivers are responsible for ensuring the serviceability of tyres when vehicles are in their custody. Should the tyre contractor's services be required, then orders for this work are obtained by contacting the HCC Driver Hotline number: 0845 0131 999

4.13.4. The vehicle user department will normally contact Venson on your behalf with details of what is required. You will also need to have the following information to hand:

- Name of department/establishment
- Tyre details including make and size
- Registration and/or fleet number
- Name of person placing order
- Details of where vehicle is located
- Any other details requested

4.13.5. Current Tyre Contractor:

ATS Anglia Ltd

4.13.6. When requiring the assistance of the tyre Contractor, always use the above Venson phone number. Outside normal working hours the same instructions apply even if you need assistance outside the County boundary.

4.13.7. Should you have any problems relating to tyres then please inform Fleet Services

4.14 – Windscreens and Window Glass

4.14.1. Windscreen and window glass replacements are **not** part of the Vehicle Maintenance Contract.

4.14.2. However, the contractor has a responsibility for ensuring the serviceability of windscreens and window glass and, arranging for any glass replacements.

4.14.3. Vehicle drivers are responsible for ensuring the serviceability of windscreens and window glass when vehicles are in their custody. Should glass replacement be required, then the vehicle user department should contact the HCC Driver Hotline number and give the following information:

- Name of department/establishment
- Make and model of vehicle
- Registration/Fleet number
- Name of Staff Member
- Details of where the vehicle is located
- Any other details required

4.14.4. Current windscreen and window glass Contractor is: -

Auto Windscreens

4.14.5. Should assistance be required outside normal working hours then use the HCC Driver Hotline number.

4.14.6. Should you have any problems relating to windscreens or window glass replacement then please inform Fleet Services.

4.14.7. Complete the report form and send to the Insurance Section.

4.15 – Vehicles requiring Recovery due to being Unsafe, Unserviceable or Accident Damaged

- 4.15.1. If, for any reason, a vehicle requires recovery, the vehicle user should promptly notify the symptoms of the fault or defect to the Contractor.
- 4.15.2. At any time contact the HCC Driver Hot Line number for Assistance.
- 4.15.3. At the time of being notified, the Contractor will record the following details which the staff member doing the notification will need to have to hand:
- Registration and/or Fleet Number
 - Date
 - Time
 - Name of person reporting defect(s)
 - Details of known defect(s)
 - Details of where the vehicle is located and instructions on keys
 - Details of where or who to contact when vehicle is ready for collection
- 4.15.4. Driver of vehicle responsible for entering details of known defects(s) in vehicle defect book.
- 4.15.5. On vehicle's arrival at Workshops the Contractor will be responsible for checking recorded details of defect(s) in vehicle defect book and for documenting vehicle speedo reading.

4.16 – Standby Service

- 4.16.1. The Contract calls for a fitter to be on standby at all times outside normal County Council hours (7:00 to 17:30 hours Monday to Friday).
- 4.16.2. The HCC Driver Hot Line number is to cover this provision and is a 24/7 operation, See paragraph 4.2
- 4.16.3. The driver is responsible for entering details of defect(s) in the vehicles defect book.
- 4.16.4. In the event that a requirement for assistance under the standby service arrangements is required, the vehicle user will contact the Contractor.
- 4.16.5. At the time of being notified the Contractor will record the following details which the member of staff doing the notification will need to have at hand:
- Registration and/or Fleet Number
 - Date
 - Time
 - Name of staff member making request
 - Details of known defects
 - Details of where the vehicle is located, together with instructions in respect of keys
 - Details of where, or who, to contact when the vehicle is ready to go back into service.
- 4.16.6. On arrival at vehicle location, if possible, vehicle user should record the following information on the Contractor's document:
- Date
 - Time
 - Driver or staff member's signature
- 4.16.7. If no one is available to record the information (4.16.6 above), then the Contractor's duty fitter should make the necessary date and time entries.

4.17 – Vehicle Defects

These details are to be found in the defect book being used on all County Council vehicles. If establishments want to take advantage of the defect book, they should contact Fleet Services.

The importance of recording vehicle defects cannot be over emphasised. Supervising staff will ensure personnel are fully acquainted with standing orders and correct procedures.

4.18 – Instructions on Use of Vehicle Defect Book

To be completed by driver

- Date defect reported/entered in defect book
- Current speedo reading
- Full details of defect being reported
- Driver's name clearly printed
- Driver's signature

Departmental action

- For use by departments between defect being reported and defect being rectified

To be completed by repairer

- Details of action taken to repair reported defect(s)
- Job number against which full details of necessary rectification work are recorded
- Date of rectification of reported defect(s)
- Name of responsible person clearing reported defect(s)
- Signature of person clearing report defect

TAIL-LIFTS

4.19 Maintenance and Inspection

All County Council tail-lifts must conform to the government lifting laws of LOLER (Lifting Operations & Lifting Equipment Regulations) and PUWER (Provision & Use of Work Equipment Regulations). There are two basic requirements:

4.19.1. Tail-lifts must have an annual weight test

4.19.2. Tail-lifts must be examined and tested in accordance with a written scheme by a competent person (usually every six months). Vehicles that are included on the Vehicle Maintenance Contract, will automatically have this testing included as part of the fixed maintenance element of the cost.

4.20 Daily Checks

All vehicles with tail-lifts should have a basic daily check when in use. Included in this should be a test of the tail-lift to ensure that it is in good working order. This should be done by following the operating instructions at Section 5.9., but without a client on the platform.

